

## **ABSTRACT**

The purpose of the research on “Barrier and supporting factors of intercultural communication between Indonesia and Japan; a case study of intercultural communication between researchers of Avian Influenza Laboratory-Airlangga University and researchers of Institute of Medical Science-Tokyo University” was to find out and describe the intercultural communication barriers and supporting factors of these two different cultures. This case study was designed by using descriptive qualitative research. Five informants from each researcher groups were chosen based on a set of criteria. The data were collected through deep interview and observation. The result of the research shows that there are six barriers found in intercultural communication between Indonesia researchers and Japan researchers, they are physical, cultural, perceptual, emotional, linguistics, and non-verbal barriers. Moreover, showing empathy, cultural knowledge, mindfulness, interaction skill, openness, and support each other are found to be the supporting factors of their intercultural communication.

**Keywords:** Descriptive Qualitative Study, The Intercultural Communication, Barrier and Supporting Factors, Indonesian and Japan Researchers.